

Town of Dumfries



# Volunteer Manual

01 August 2011

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## Vision

The vision of the Town of Dumfries Volunteer Program is to encourage citizens to take on leadership roles within the Town of Dumfries, to help develop a sense of community and create opportunities where Town of Dumfries citizens can feel a sense of ownership, in an effort to strengthen our community.

## Mission of the Volunteer Program

The mission of the Town of Dumfries Volunteer Program is to enhance the quality of Town of Dumfries' services to citizens. The program will offer a platform where citizens' talents and skill sets can be matched to support needs within the community. Volunteer opportunities can range from: tutoring with an after school program, to helping out in the office, to having a volunteer group lend a helping hand to a local non-profit, to volunteering one hour per week, to mentor our youth.

## Program Values

- Networking
- Helping others
- Sense of ownership
- Professional Growth
- Making a difference in the community!

## How You Can Help

- Mentor a child
- Teach a class (art, drawing, music, group fitness, etc.)
- Help plan a Town of Dumfries event
- Have your group organize a neighbourhood clean up.
- Volunteer at a Town of Dumfries event
- Be a guest speaker for youth
- Help organize the Seniors Luncheon
- Assist with office work
- Assist with mass mailings
- Help advertise for events
- Provide entertainment for an event
- Provide a program for youth at an event
- Assist with fundraising opportunities
- Make a financial donation to a program
- Volunteer with a 4-H program
- Serve as a volunteer on a committee
- Volunteer on Election Day
- Help set up before a big event
- Help clean up after a big event
- Help put together Welcome Packets for newcomers
- Assist with community meetings
- Serve as a League Director

\*We are open to any suggestions you may have! 😊

## Participant Eligibility Requirements

In order to volunteer with the Town of Dumfries, the following credentials must be met:

- Must be willing to serve with pride
- Must enjoy helping others
- Must be at least 14 years of age (for some opportunities)
- Must be at least 18 years of age (for some opportunities)
- Must pass a thorough background check for volunteer opportunities that require direct involvement with youth. (Mentoring, tutoring, after school programming, guest speaker, youth classes, etc.)
- Must be reliable for your own transportation
- Must be reliable
- Must be respectful to their supervisor and others
- Must abide by the rules and regulations set forth by the Town of Dumfries

## How Can I Get Started?

If you already have an idea of how you would like to serve as a volunteer, please complete the application to sign up. If you would like to serve, but are not sure how to help, please give us a call, let us know your talents, and we will find an opportunity for you to volunteer! Please see the volunteer application form in the appendix of this handbook. Once you complete and return your application, you will be matched with an opportunity.

Your application will be entered into our volunteer tracking database, so we can keep track of your volunteer hours and notify you when new opportunities arise.

## Ethics & Responsibilities

1. All volunteers must have a completed form on file and be *scheduled* to volunteer, no walk-ins.
2. Attend volunteer training session. (These may be held on your first day or at a scheduled group session).
3. If serving as a mentor, be sure that you can commit to one hour per week. Please note that mentors will have special mandatory trainings, throughout the fiscal year.
4. When working with youth, background checks must be on file. Please note that these will be updated annually.
5. Remember, while you are volunteering, you are a representative of the Town of Dumfries and in some instances, you may be the first contact other citizens may have with Town of Dumfries staff/representatives. Please remember to be courteous, friendly, helpful and to exude a positive attitude at all times. Remember to smile!
6. Please keep your supervisor aware of any potential issues that may arise.
7. Please report all accidents and incidents to your supervisor.
8. Report to duty on time.
9. In the event you are not able to volunteer when expected, please notify your supervisor.
10. If you would like to be assigned to a different volunteer opportunity, please discuss it with the coordinator. We want to make the best out of your experience, and will work to accommodate your needs.
11. Please dress in comfortable clothing that best suits your service. Example: If you are working with youth, feel free to wear a t-shirt, jeans and sneakers. If you are working in the office, dress in comfortable, casual office attire. Volunteer t-shirts may be available for special events.
12. Maintain a professional relationship with all those whom you come in contact, while volunteering.
13. Please use Town of Dumfries equipment (phones, computers, copiers, etc.) for town business, and not for personal use.
14. Be sure to sign-in, using the volunteer log.

## Code of Conduct

All volunteers are expected to behave appropriately. Inappropriate behavior will not be tolerated by the Town of Dumfries. Inappropriate behaviors include but are not limited to:

- Assault of any type
- Using foul, abusive, insulting, or racially derogatory language
- Loitering
- Smoking
- Destruction of property
- Harassment of any kind
- Treating staff, other volunteers or program participants/citizens in a disrespectful manner.

Any Town of Dumfries volunteer who violates the Code of Conduct will be subject to immediate disciplinary action.

## Policies

### Applications

All applications will be carefully reviewed and references will be checked prior to being matched with a volunteer opportunity.

### Absences

Please notify your supervisor via email or phone call, when you will not be able to make it to a scheduled event or program. We understand that things happen, but please let us know, so we can plan accordingly.

### Background Checks

Thorough background checks will be completed for volunteers who wish to work directly with youth. It is the responsibility of the volunteer applicant to supply the Town of Dumfries with a fingerprint card through the police department. Volunteers working with children will also be responsible for submitting information needed for a background check with the Virginia State Police Department for a criminal history check and with the sexual offender registry.

### Dismissal

If a volunteer is not fulfilling the needs of a particular program and/or is violating the Code of Conduct, they will be subject to dismissal. Corrective measures will be taken, in some cases, prior to dismissal. If it is found that a volunteer does not have the qualifications to serve in a field, the coordinator will find other opportunities for the volunteer.

### Disciplinary Policy

The Town of Dumfries reserves the right to dismiss a volunteer's service at any time, if it is proven that a volunteers actions are in violation of the Code of Conduct.

### Evaluation

Volunteers will complete evaluations of the program upon exiting. This is a great way for the Town of Dumfries to improve the program. In addition, long-term volunteers will receive an evaluation from their supervisor, at the end of their term.

### Future References

Keep in mind, that positive volunteer experiences can be beneficial to you as well as the Town of Dumfries in the future! Volunteer experiences are a great way to gain knowledge



in other fields, look great on your resume, and your volunteer supervisor may be willing to write a letter of reference-which will be beneficial to you, for future job opportunities.

## **Holidays**

The Town of Dumfries follows all State holidays:

- Lee-Jackson Day
- Martin Luther King, Jr. Day
- George Washington Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veterans Day
- November 23 - Close at Noon
- Thanksgiving
- Day After Thanksgiving
- December 23 - Offices Closed
- December 26 - Christmas (Observed)

## **Recognition**

The Town of Dumfries greatly appreciates the jewels in the community, who are willing to utilize their time in an effort to enhance our programming! Therefore, all volunteers will receive a certificate at the end of the fiscal year, for the hours they have contributed to our community. There will also be a Volunteer Luncheon at the end of the fiscal year. In addition to the town's recognition, supervisors may provide their own recognition as well!

## **Staff Meetings & Trainings**

Typically, volunteers will have some sort of training at the beginning of serving their hours. However, if you sign up to volunteer as a mentor, you will receive subject matter specific group training. Mentors will also receive periodic trainings throughout the fiscal year.

## **Volunteer Placement**

It is a goal of the volunteer program to match all volunteers with volunteer opportunities, based on their skill-set, desired location, and based on the needs of the town. Volunteers will be notified once a match is found. Volunteers will also be notified on upcoming volunteer opportunities as they become available.

## **Volunteer Safety**

The safety of our volunteers is a responsibility that is shared between the Town of Dumfries and volunteers. It is our duty to provide a safe working environment for volunteers, while we expect all volunteers to maintain the safety of the work area, by following set rules and notifying their supervisor if an issue occurs.

## **Working Hours**

Working hours will be determined based on needs and the availability of the volunteer. The exact hours a volunteer works will be negotiated between the supervisor and the volunteer. Volunteers are encouraged to select dates/times that work best for them, when completing the completing the volunteer application form.



## Town of Dumfries Volunteer Application

The Town of Dumfries welcomes assistance from its residents and has many volunteer opportunities available for those who are interested in lending a helping hand. If you are interested in volunteering with the Town of Dumfries, please complete this Volunteer Application and return it to the attention of Cydny A. Neville at: 17755 Main Street, Dumfries, VA 22026, phone: (703) 221-3400 ext.144, fax: (703) 221-3544, or by email: [cneville@dumfriesva.gov](mailto:cneville@dumfriesva.gov).

### Contact Information

Name	
Street Address	
City ST ZIP Code	
Home Phone	
Work Phone	
E-Mail Address	

### Availability

During which hours are you available for volunteer assignments?

☐ Weekday mornings      ☐ Weekend mornings  
☐ Weekday afternoons      ☐ Weekend afternoons  
☐ Weekday evenings      ☐ Weekend evenings

Comments: \_\_\_\_\_

## Interests

Tell us in which areas you are interested in volunteering

- ☐ Office Work
- ☐ Special Events
- ☐ Community Services Department
- ☐ Mentoring (Mandatory Background Check)
- ☐ Tutoring (Mandatory Background Check)
- ☐ Seniors Luncheon
- ☐ 4-H Program
- ☐ Recreational Activities
- ☐ Other: \_\_\_\_\_

## Special Skills or Qualifications

Summarize special skills and qualifications you have acquired from employment, previous volunteer work, or through other activities, including hobbies or sports.

--

## Previous Volunteer Experience

Summarize your previous volunteer experience.

--

## Person to Notify in Case of Emergency

Name	
Street Address	
City ST ZIP Code	

Home Phone	
Work Phone	
E-Mail Address	

## Agreement and Signature

By submitting this application, I affirm that the facts set forth in it are true and complete. I understand that if I am accepted as a volunteer, any false statements, omissions, or other misrepresentations made by me on this application may result in my immediate dismissal. Also, signing below acknowledges that the Town of Dumfries is not liable for any injuries acquired while on Town premises.

Name (printed)	
Signature	
Date	

## References:

Name	
Street Address	
City ST ZIP Code	
Home Phone	
Work Phone	
E-Mail Address	

Name	
Street Address	
City ST ZIP Code	
Home Phone	
Work Phone	
E-Mail Address	

Name	
Street Address	
City ST ZIP Code	
Home Phone	
Work Phone	
E-Mail Address	

## Our Policy

It is the policy of this organization to provide equal opportunities without regard to race, color, religion, national origin, gender, sexual preference, age, or disability.

Thank you for completing this application form and for your interest in volunteering with us.

## Volunteer Supervisor's Checklist

- Make sure volunteer receives a copy of the Manual
- Orientation
- Review Mission and Values of the program

### Duties

- Make sure volunteer receives proper training
- Volunteer Log
- Evaluations
- Review Code of Conduct

### Volunteer Program Policies

- Absences
- Background Checks
- Dismissal
- Discipline Policy
- Evaluation
- Holidays
- Recognition
- Staff Meetings and Trainings
- Volunteer Placement
- Volunteer Safety
- Working Hours

By signing below, my supervisor and I confirm review of all of the items mentioned above.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Volunteer Agreement Form

Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Highest level of school completed: \_\_\_\_\_

Name of last school attended: \_\_\_\_\_

Phone: \_\_\_\_\_ Optional Phone: \_\_\_\_\_

## Volunteer Assignment

Your supervisor will be: \_\_\_\_\_

Scheduled days: \_\_\_\_\_ Scheduled hours: \_\_\_\_\_

Beginning date: \_\_\_\_\_ Department: \_\_\_\_\_

If absent, contact your supervisor at: \_\_\_\_\_

## Emergency Contact Information

In case of emergency, call: \_\_\_\_\_ Relationship: \_\_\_\_\_

Phone #1: \_\_\_\_\_ Phone #2: \_\_\_\_\_

Physical restrictions/allergies we should be aware  
of: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_



## VOLUNTEER LOG

[illegible]

## Volunteer Evaluation

Volunteer Name:  Title:	Evaluation for the period:
Supervisor:  Title:	Department:
GOALS AND OBJECTIVES DURING THIS EVALUATION PERIOD	
<ul style="list-style-type: none"> <li></li> <li></li> <li></li> </ul>	
ACHIEVEMENTS, ACCOMPLISHMENTS, AND RESPONSIBILITIES <i>(completed by volunteer)</i>	
<ul style="list-style-type: none"> <li></li> <li></li> <li></li> </ul>	
WAYS THE VOLUNTEER PROGRAM CAN BE IMPROVED <i>(completed by volunteer)</i>	
<ul style="list-style-type: none"> <li></li> <li></li> <li></li> </ul>	
STRENGTHS	
<ul style="list-style-type: none"> <li></li> <li></li> <li></li> </ul>	
VOLUNTEER DEVELOPMENT PLAN	
<ul style="list-style-type: none"> <li></li> <li></li> <li></li> </ul>	
VOLUNTEER'S SIGNATURE	SUPERVISOR'S SIGNATURE
Name:	Name:
Date:	Date:

## Notes

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.